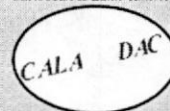




Agenda

Caribbean & Latin America



Distributor Alliance Council

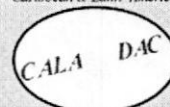
- **Nuevos Productos**
 - CICS 2.0
 - MICS 2.0
 - VM 3.0
 - ACD
 - CTI
- **Evolución de la línea de productos Norstar**
- **Productos futuros para el 1998**
- **Integración de Voz y Datos**
- **M7410 - Norstar Inalambrico**
- **Norstar como un "Power Network"**
- **Los nuevos requerimientos para técnicos de Norstar**
- **Año 2000**

•

• 17 marzo, 1998

-

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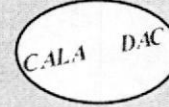
Nuevos Productos

- **MICS/CICS 2.0**
- **ACD Minuet**
- **VM 3.0**
- **CTI**



17 marzo, 1998

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Distributor Alliance Council

CICS 2.0

17 marzo, 1998

Nuevas Funciones - CICS 2.0



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• System Answer (Auto Attendant)

- The System Answer feature answers callers, allows them to enter an extension number or places them on hold at the prime set (for the line).
- Two greetings are available depending on the time of day, "Business open" and "Business closed".
- Total recording time is 27 seconds. The Caller Menu Greeting and the Business closed Greetings share the total time.
- You can now set the duration of the Caller Menu Greeting.
- The remaining time is used for the Business Closed Greeting.
- NOTE: Changing the allotted time erases recordings.

Feature #833		Company greeting	
Password		PLAY REC NEXT	
Change rec time?		Caller menu	
YES	NO	PLAY REC NEXT	
Caller menu: s		Bus. closed grtg	
CHANGE	OK	PLAY REC NEXT	
Bus. Closed: s		Dial 3:Attendant	
		CHANGE NEXT	
		Dial 1:None	
		CHANGE PREV NEXT	
		Dial 2:None	
		CHANGE PREV NEXT	
		Dial 3:None	
		CHANGE PREV NEXT	
		Dial 4:None	
		CHANGE PREV NEXT	
		Dial 5:None	
		CHANGE PREV NEXT	
		Dial 6:None	
		CHANGE PREV NEXT	
		Dial 7:None	
		CHANGE PREV NEXT	
		Dial 8:None	
		CHANGE PREV NEXT	
		Dial 9:None	
		CHANGE PREV NEXT	
		Dial *:Repeat	
		CHANGE PREV EXIT	

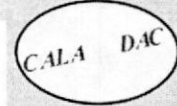
• Static Time&Date

- Static Time&Date - On/Off (F806/#806)
- Allows a user to keep the date and time active on the top line of the display. The bottom line will indicate the MSG and CALL's
- Note: Users with ONE line display sets should program buttons with features that use the display to present their status (Message Waiting = Feature 65, DND = Feature 85)
- 17 marzo, 1998

by: ITAS East JC, Joel, Ajax

CICS 2.0

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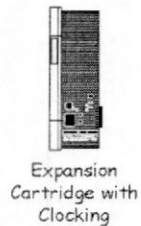
Distributor Alliance Council

Expansion Cartridges

- An Expansion Cartridge is required to increase the system capacity from 16 to 24 stations.
- The CICS 1.0 Expansion cartridge has been manufacture discontinued.
- The new expansion cartridge with clock is required for clocking for ISDN.
- A new separate clock only cartridge is also available.

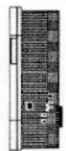
• When Installing a CICS 2.0 and ISDN, you will need!!

- Expansion Cartridge with Clocking or
- Clocking cartridge



Expansion
Cartridge with
Clocking

ATax 97

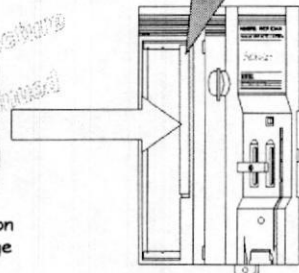


Clocking
Cartridge



Expansion
Cartridge

CICS 2.0

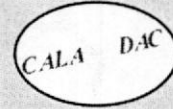


Slide 4

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Funciones Adicionales

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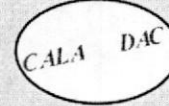


Distributor Alliance Council

- **Restricciones del telefono - Capacidad de configurar las funciones para cada telefono individualmente: Last # redial, save # redial, link - hook switch flash**
- **Page Time out- 180 sec. Vs. 2400 sec. If go off hook and page system goes off hook after**

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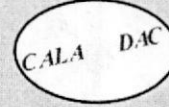
Distributor Alliance Council

MICS 2.0

17 marzo, 1998

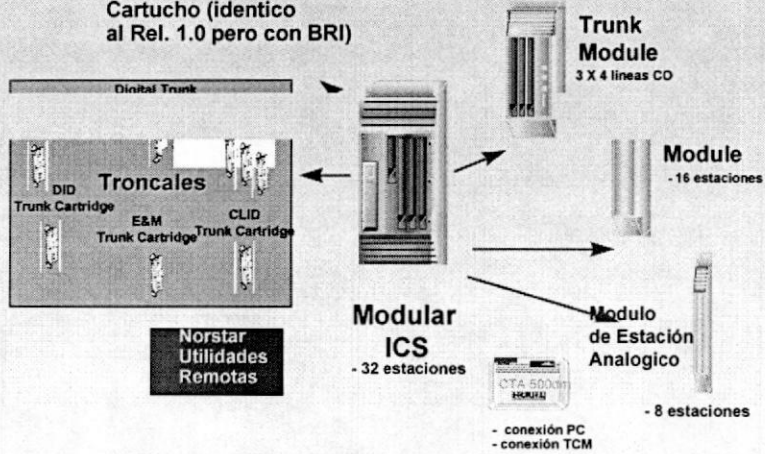
Modular ICS 2.0

Caribbean & Latin America



Distributor Alliance Council

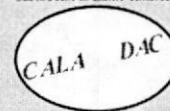
Release 2.0 (NA ISDN)/3.0 (ETSI) S/W
Cartucho (identico
al Rel. 1.0 pero con BRI)



17 marzo, 1998

MICS 2.0- Funciones Nuevas y Cambios a las existentes

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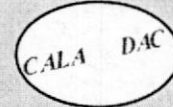
Distributor Alliance Council

- **TEI (Terminal Equipment Identifier)**
- **Set test, BERT test.**
- **Static Time, CLID.**
- **Direct Dial DN**
- **Routing Service**

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Funciones - Set Test, BERT

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Distributor Alliance Council



Station Set Test (F805)

Allows a user to test station set. Tests the display, indicators, buttons, Handset, Headset (M7100 do not support headsets), Speaker and Power available on the station loop.



BERT (Bit Error Rate Test)

Checks the quality of the loop by sending and receiving digital test patterns.

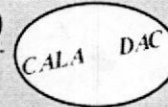
Activated in Maintenance

- Three tests can be run on each loop.
- Voice path, which runs for 5 seconds and checks for 1 error in 10 to the power 5 bits of data.
- Data path, which runs for 5 minutes and checks for 1 error in 10 to the power 7 bits of data.
- Continuous, which runs until stopped and fails if there are more than 1 error in 10 to the power 3 bits of data.

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Features - Static Time, CLID

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Static Time&Date - On/Off (F806/#806)

- Allows a user to keep the date and time active on the top line of the display.

Note: Users with ONE line display sets should program buttons with features that use the display to present their status (Message Waiting = Feature 65)

Only displays date and time over "Messages and Calls" display

CLID (Calling Line Identification) or CLASS

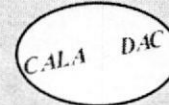
- CLID can only be programmed to appear on one phone.
- Displays the callers number as provided by the central office after the first ring.
- Call logs have been increased to a system maximum of 600 (see: DR1.1 Update information, DR1.1 was 300 log spaces and DR1.0 was 600 spaces).
- Caller ID log information is lost on power fail.

Note: ISDN lines can show calling party numbers ONLY. CLID with NAME is not supported.

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Features - CLID

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Distributor Alliance Council

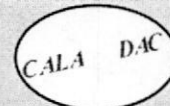
CLID (Calling Line Identification) or CLASS

- CLID can only be programmed to appear on one phone.
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- Caller ID log information is lost on power fail.

Note: ISDN lines can show calling party numbers ONLY. CLID with NAME is not supported.

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Distributor Alliance Council

VM 3.0

17 marzo, 1998



Norstar Voice Mail 3.0

Standard

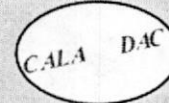
- | 2 - 16 Channels for voice mail
- | +16 for Applications (ie. ACD)
- | 100 hours Primary Storage
- | 1000 Mailboxes
- | Internal Modem for Remote Diagnostics
- | Increased Security Features
- | Remote functions
 - Business status
 - Call forward to Voice Mail
 - Change company greetings
- | Outbound transfer from mailbox
- | Dial by Name
- | Create Mailbox utility

Opciones

- Fax Mail
- Fax on Demand
- Fax Overflow
- Fax Broadcast
- Fax Answering
- AMIS Networking
- Digital Networking
- Desktop Messaging
- Norstar Voice Mail Manager

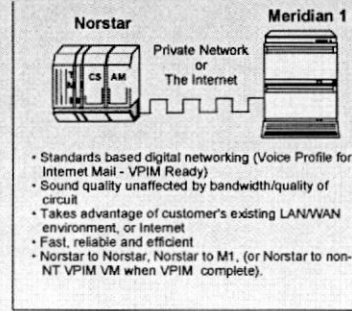
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**Superior user interface, improved system efficiency,
greater accessibility and confidentiality**

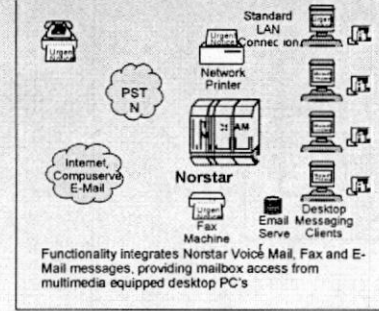


VOICE MAIL 3.0 Enhancements

Digital Networking



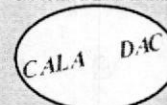
Desktop Messaging



17 marzo, 1998

Porque el uso de Interfaz Fibra-Optica?

Caribbean & Latin America



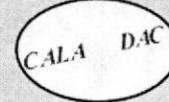
Distributor Alliance Council

- To continue to meet FCC Class A RFI requirements in the future, fiber Trunk and Station Modules will be required.
-
- Copper cables emit more radio frequency interference (RFI) than fiber and with increases in system performance, RFI increases.
-
- Fiber is required to use an *enhanced processor* in a Trunk Module which will allow for future growth of the Modular ICS to 200 stations.

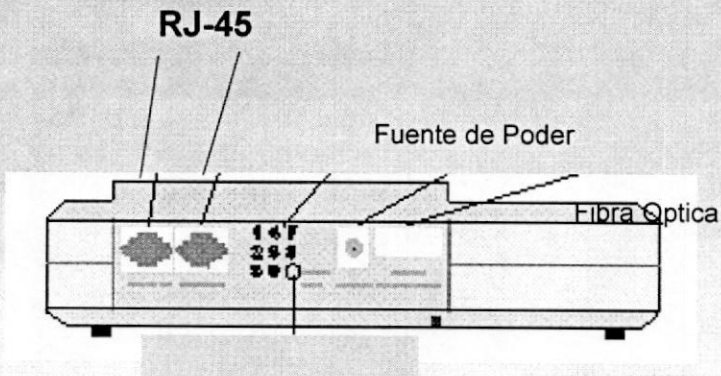
17 marzo, 1998

Conector DS-30

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Distributor Alliance Council



* Disponible durante el segundo trimestre '98

17 marzo, 1998

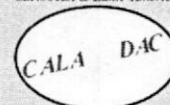
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ACD

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Norstar-Plus MINUET ACD

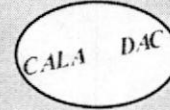
Distributor Alliance Council

Capacities	Minuet	Prelude	Cin. I	Cin. II
Configured Agents	20	60	120	240
Logged-In Agents	10	15	30	80
Groups	2	3	4	24
Supervisors	0	0	4	24
Lines	15	30	80	120
Overflow Groups	1	1	3	8
Routing Table Steps	6 day 2 night	8	16	16
VM Steps	4	6	8	48
Default/Max Channels	4/4	4/16	4 or 8/16	12/16
Announcements	6	8	16	72

17 marzo, 1998

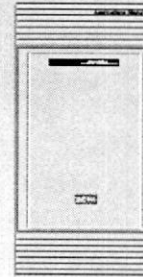
Norstar-PLUS ACD

Caribbean & Latin America



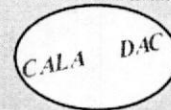
Distributor Alliance Council

- It performs 6 basic operations for every incoming ACD call:
 - » directs the call to a *group*
 - » checks the *group overflow table*
 - » checks *routing table*
 - » *distributes* calls to an agent
 - » executes *routing commands*
 - » *tracks* call data



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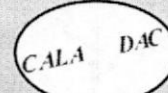
Distributor Alliance Council

CTI

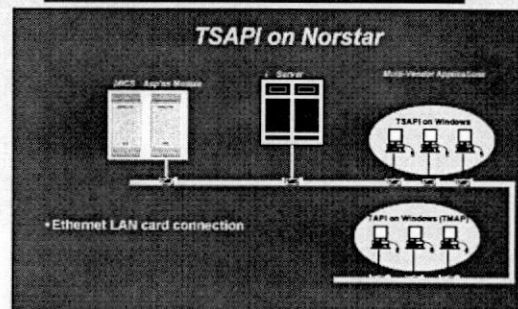
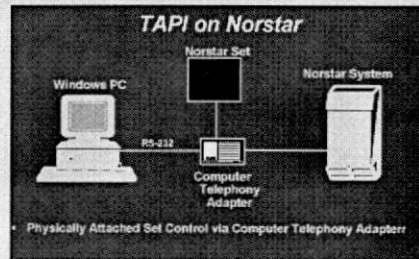
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Norstar - CTI Enablers

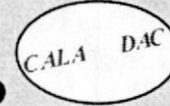
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Desktop CTI Portfolio

Enabling Hardware

HYBRID CTI USERS
 • Internet Access
 • Dial up Networking



CTA 500 dm

ADVANCED CTI USERS
 • Speech Dialer
 • PC Phone
 • PC VM/IVR



CTA 200

BASIC CTI USERS
 • Call Control
 • TAPI Applications



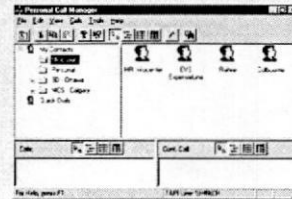
CTA 100



CTA 150

Desktop Application

PERSONAL CALL MGR
 • PC Call Management
 • Win95 look & feel
 • Applet for extensibility



Providing Full Suite of Value Options

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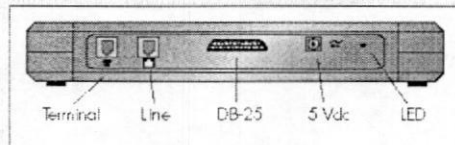
CTA 500 dm

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- **Supports connections to computer-based services**
 - using a Digital Network Adapter
 - terminal adapters,
 - and ISDN Terminal Equipment (TE).
- **High Speed Access to the internet.**
- **High Speed server applications.**
- Max 10 CTA 500 dm per system.
 - First 10 ports of CICS system. Port 101 to 110.
 - Last 10 ports on the KSU of MICS system. Port 123 to 132.

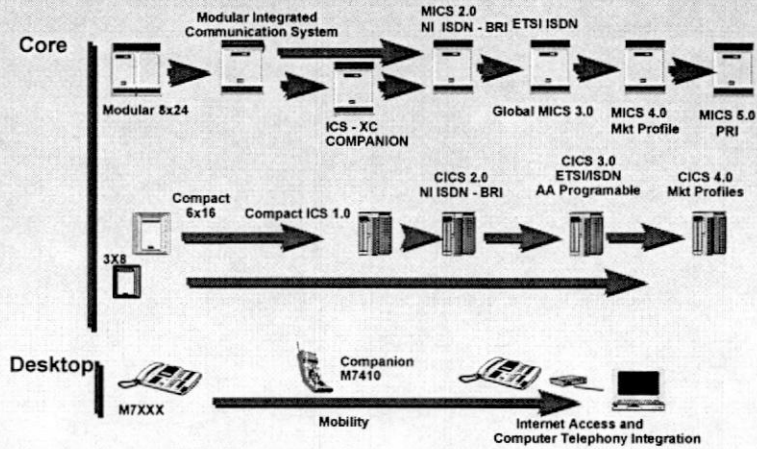


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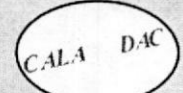
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Aplicaciones RDSI-BRI

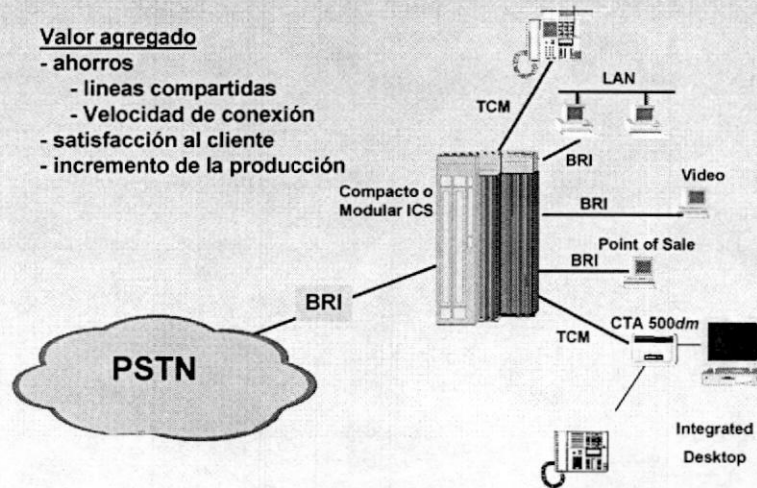
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Valor agregado

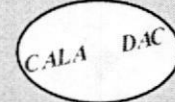
- ahorros
 - líneas compartidas
 - Velocidad de conexión
- satisfacción al cliente
- incremento de la producción



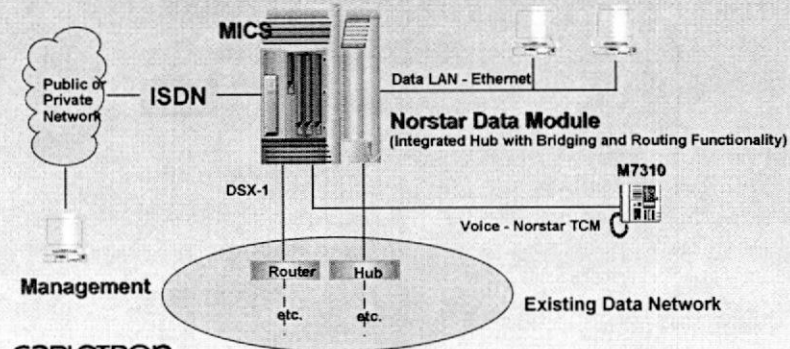
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Integración de Voz y Datos

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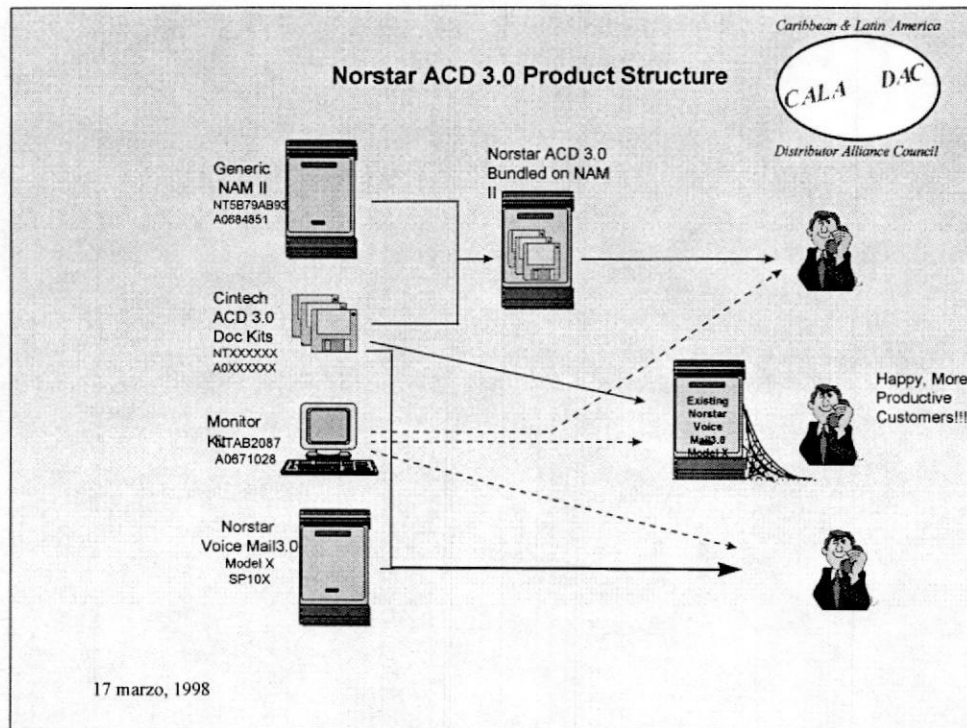


CABLETRON
SYSTEMS
The Complete Networking Solution™

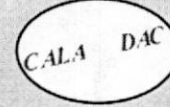
Beneficios:

- Flexibilidad y Consolidación de Servicios WAN
- Equipo consolidado via Modulo de Data
- Administración consolidada (Management Consolidation)
- "Solución Completa "One Stop Shop"
- Opción para Base Instalada con Redes de Datos

17 marzo, 1998



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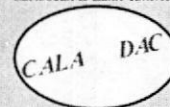


Distributor Alliance Council

M7410

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M7410 Funciones del Auricular

- 900 MHz digital spread spectrum
 - Small portable design
 - Two line display with softkeys
 - Release, hold, and feature keys
 - Six programmable keys with indicators for lines and/or features
 - Mute
 - Headset jack
 - Ring options
 - Four hour continuous talk time/72 hours standby
 - Optional vibrate alert battery
 - Battery level status
 - Out of range indication
- 150 feet radius



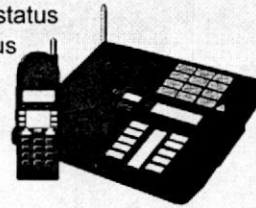
Norstar Value in a Portable Handset

17 marzo, 1998

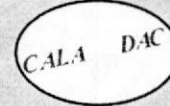


M7410 Base Features

- Fully featured Norstar M7310-type base
 - Release, hold, feature keys
 - Two line display with context sensitive softkeys
 - Ten programmable keys with indicators
 - Twelve dual function memory keys
- 900 MHz digital spread spectrum
- Automatic channel selection
- Digital security codes
- Digitized audio noise reduction
- Spare battery trickle charge in cradle with status
- Handset fast conditioning charge with status
- Desk/wall mountable
- Short flexible base antenna
- Plug and play installation



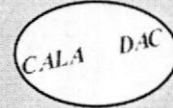
17 marzo, 1998



M7410 Información Técnica.

PRODUCT NAME	M7410
TYPE OF EQUIPMENT	CORDLESS PHONE TERMINAL
Operating Frequency	902.4 - 927.6 MHz
Channel Spacing	200KHz
Bandwidth (99%OBW)	Handset 118KHz, Base: 92.1 KHz
Power Rating	Base Transmitter: 48.9mV/m at 3m Handset Transmitter: 46.8mV/m at 3m
Antenna	Permanently Attached Antenna
Duty Cycle	Continuous
Input Supply	Base: 120V, 60HzHandset: 3.6 Vdc rechargeable battery
Associated Devices	Anoma AC Power Adaptor, Model AD-8730AC IN: 120v, 60HzDC OUT: 7.5V
FCC ID	AB68B16
Interface Ports	(1) RF11 (6 lines)

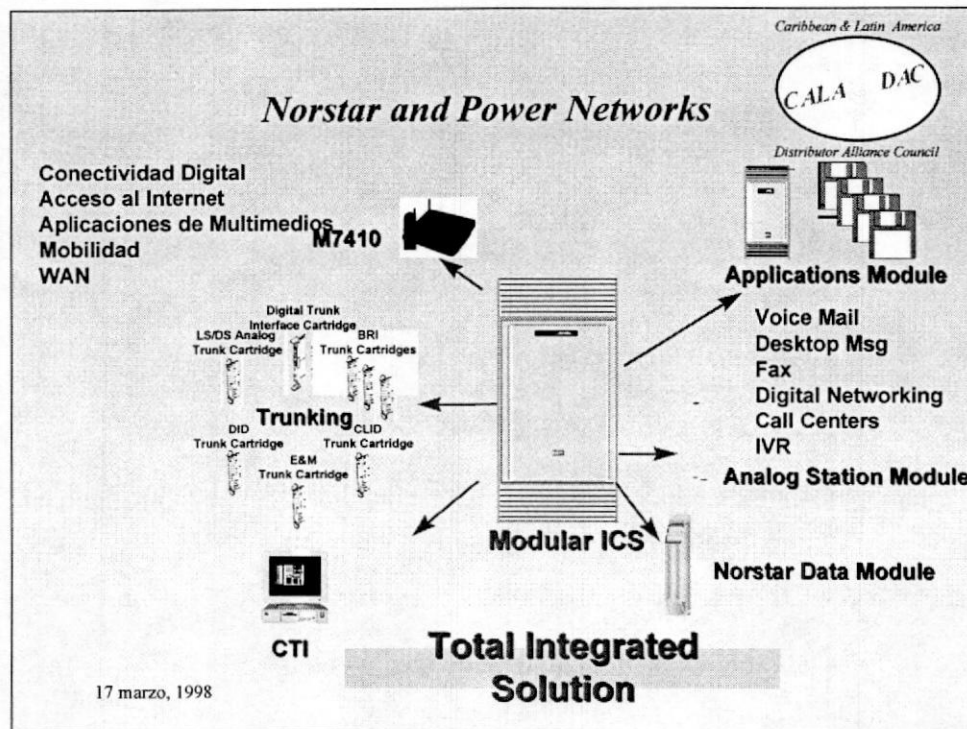
17 marzo, 1998



Norstar IVR Value Proposition

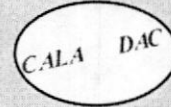
- Runs on the NAM, max. 16 ports
 - » Compatible with 8x24 and 6x16 with DR5.1
 - » Compatible with MICS and CICS
- Uses Norstar Access & Nortel IVR run time engine
- IVR will support on board database or external via a LAN for database access
 - » Supports most current databases
- Will provide port sharing with Norstar Voice Mail and Minuet ACD
- Nortel will sell a GUI toolkit for application development
- Prepackaged applications can be configured by a telephone set or Norstar Remote Utilities

17 marzo, 1998



El nuevo "técnico" de Norstar

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- El campo de las telecomunicaciones ha cambiado. Aquellos que posean habilidades de computación serán los primeros en disfrutar los frutos que la nueva tecnología acarreará.
-
- Nortel, en asociación con expertos de adiestramiento de IBM y Microsoft, está desarrollando programas de aprendizaje que aseguran que las habilidades necesarias sean comunicadas apropiadamente.
-
- Este programa ha sido diseñado por el grupo de Tom Kivell, Director de ITAS-Soporte Técnico & Adiestramiento, Desarrollo & Entrega
-

17 marzo, 1998

Adiestramiento Técnico
Iniciativas para el 1998

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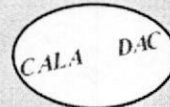


Distributor Alliance Council

Transición en Adiestramiento
Herramientas de Aprendizaje
Habilidades de Computación & Datos
Certificación
Programas para el '98

17 marzo, 1998

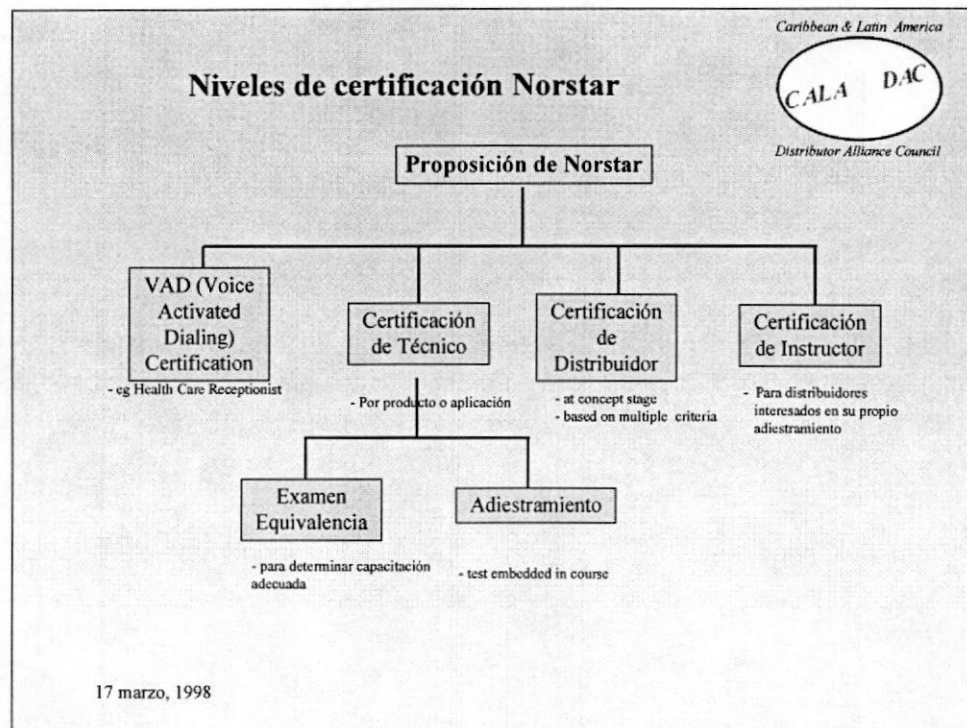
Transición en Adiestramiento



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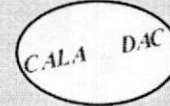
- Tenemos que tomar acción inmediatamente. Es imprescindible identificar los recursos necesarios para cumplir con las demandas de un mercado en transición al mundo de datos.
- Para introducir los nuevos productos Norstar los instaladores necesitan tener un entendimiento en computación bien fundado.
- El proceso existente de capacitación no será suficiente.
- La división Norstar está desarrollando productos de capacitación que cumplen con las necesidades de cada individuo:
 - Cursos que cada persona toma a su propio ritmo.
 - Los estudiantes tienen que comprometerse al adiestramiento, conocer sus intereses, y entender que las nuevas capacidades son para el beneficio del estudiante y la compañía.
- Certificación a varios niveles

17 marzo, 1998



Beneficios de la Certificación

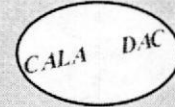
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- Futuras tendencias en la industria de las telecomunicaciones
- Mejoras en la productividad
- **Valor de la inversión en capacitación**
 - **Nivel distribuidor**
 - **Nivel individual**
- Medida de preparación para introducción de tecnologías venideras
- Diferenciación Competitiva
- Demanda del mercado para mejor servicio y soluciones
- Sinergia de recursos

17 marzo, 1998



Soluciones de Capacitación Técnicas de Norstar

- Identificación de los cursos necesarios
 - Leader Led vs Self Paced, CBT or IDL
- Donde obtener la capacitación
 - Instituciones ajenas a Nortel (descuentos adicionales)
 - Cursos específicos a nivel I/R hasta nivel PBSC/Catapult
- Identifica los estándares de la industria de datos y computación
-

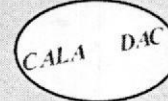
17 marzo, 1998



Technical Training Tools

- IDL (Interactive Distant Learning) NPI Training
 - provides up-date training to mass audience prior to GA
- Video Tapes
 - development for CICS/MICS and Voicemail products
- Computer Based Training (CBT CDROMs)
 - reduces time away from job
 - reduces class time
 - reduction in T&L costs to travel to Training Ctr
 - improves time-to-market
 - trains large volumes of staff
- Certification
 - investing in our natural resources - Field service & TAC technicians

17 marzo, 1998

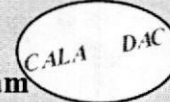


Competitors' Policies

Manufacturer	Certification Program	Training Required	Support provided to "Uncertifieds"
NEC	Yes	5 days	Billable
Comdial	Yes	4 days	"None"
Executone	Yes	5 days	"Emergency" only

Source: CNG Desktop CTI Study

17 marzo, 1998



Customized MCSE / I&R Training Program

- Norstar I & R Track

Customized to address Installation & Repair requirements

- Norstar TAC Level Support Track

Available today at any Microsoft ETAC

- Microsoft's MCSE Completion

Continuation from I&R, TAC, through to full Certification

PBSC/Catapult is one of the Authorized Microsoft ETAC's contracted by Nortel to offer a Computer and Data course outline.

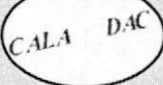
PBSC is in the process of developing a "customized" I&R Level course that maps into the MCSE Program

Registration: Terri-Lynn Myers (403) 234-8087 (May 1998)

17 marzo,

Norstar / I&R Training Certification Plan

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Installation of Core product, Data, NAM and Appl's (3mths)

Norstar Certified Technician					Norstar I&R Cert.						
Norstar Administration Module 5 days					Win95	A+, Microcomputer /Exchange Server	MS - Networking	Win95 Configuration	NT4.0 Configuration (future)	OS/2 Warp	Basic TCP/IP
Voice Mail Options	OS/2										
MICS/CICS Comprehensive 5 days											
Voice	Data Ethernet 5 days	(Hubs, Routers, Bridges)									
Norstar Base (no previous experience)											
Industry (Competition) Base											

* Futures

Norstar / MCSE I&R Cert.
\$2500.00 (local curr)

Requirements:
PBSC (Microsoft*)
Customized (Norstar)
Course Completion
(Recommended pre-requisites)
10 Days

Norstar**
Completion of Norstar I&R
Course and Data pre-req.
10 Days

* Pre Skills assessment
available or
Course Exam challenge

** Equivalency exams
available Q1'98
All Norstar Courseware
delivers embedded
Certification testing

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Norstar / TAC Training Certification Plan

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Trouble-shooting and product support platform (6mths)

Norstar Certified Technician					Norstar I&R Cert. (10 days)					TAC Cert.
Norstar Administration Module 5 days					Win95 Microcomputer / Exchange Server MS - Networking Win95 Configuration NT4.0 Configuration OS/2 Warp Basic TCP/IP					Advanced Courseware
Voice Mail Options	ACD	Vertical Appl's	IVR	C11/ TAPI/ TSAPI TAPI2						
MICS/CICS 2.0										
Voice	Data 5 Day Pre-reg	ISDN	TI/ E&M *Ethernet							
Norstar Base < 1% base I&R Tech's officially registered and trained in NT Training Ctr.										
PC Industry (Competitive view) Base >90% Certified Trained										

* Futures

Norstar / MCSE TAC Cert.
~~\$5500.00 (local curr)~~

Requirements:
PBSC or Auth Microsoft *
Course Completion
(Recommended pre-
requisites)
20 Days

Norstar**
Completion of Norstar I&R
Course and Data pre-reg.
10 Days

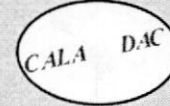
* Pre Skills assessment
available or
Course Exam challenge
Assumes **NO** pre-requisite
skills

** Equivalency exams
available Q1'98
All Norstar Courseware
delivers embedded
Certification testing

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MCSE Training Certification Plan

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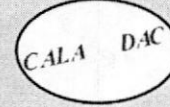
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Consolidated MCSE / Norstar related product training (1year discipline)

Norstar Certified Technician					Norstar I&R Cert. (10Days)					I&R Cert.	MCSE Cert										
Norstar Administration Module 5 Days					Win95 (Ofc95/97)	A+, Microcomputer / Exchange Server	MS - Networking	Win95 Configuration	NT4.0 Configuration	OS/2 Warp	Basic TCP/IP	Advanced Courseware	(1) MS Elective Course								
Voice Mail Options	ACD	Vertical App's	IVR	TAPI/ TSAPI TAPI2.																	
MICS/CICS Comprehensive 5 Days																					
Voice	Data 5 day Pre-reg.	ISDN	T1 E&M Ethernet																		
Norstar Base < 1% base I&R Tech's officially registered and trained in NT Training Ctr.																					
PC Industry (Competitive view) Base >90% Certified Trained																					

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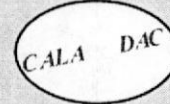
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Opciones de Entrega para Productos y Desarrollo de 1998

17 marzo, 1998

Sample Training Map

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Distributor Alliance Council

MICS 3.0

Product		Externally Acquired Background Skills			Internal Norstar Courses	Certifi- cation
		Digital Ntwkg	ISDN	PC Skills		
MICS/CICS 3.0	Core				Self-paced Bulletin	no
	Data Module	X		X	5 day Leader-led	yes

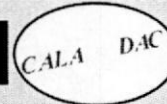
Minimum requirements for Data Module:

- Windows 95, Windows NT in a networking environment
- "intermediate" knowledge level of digital networks
- practical experience (6 months min) installing and troubleshooting networks

Web based pre-assessment tool to be made available for voluntary screening of training candidates

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1998 Tech Training Development Plans

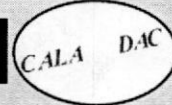


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Product		Norstar Pre- Requisites	Background Skills			Media			Certifi- cation
			ISDN	Ntwkg	PC	LL	CBT	SPB	
MICS 3.0	Core	MICS 2.0						X	
	Data Module	MICS 2.0		X	X	X			Y
CICS 3.0	(StateFarm)	ICS TAPI 1.1		X	X			X	Y
MICS 4.0	Core	MICS 3.0				X	X		Y
	Data (PRI)	ISDN BRI	X			X	X		Y
CICS Flash	-	Startalk flash						X	Y
VM 3.1 NA	-	VM 3.0						X	
PC Console	-	-			X			X	Y
ACD Flash	-	Minuet				X	X		Y
Cinphony 3.0	Core	Cinphony 2.0			X		X	X	Y
	Networked	Cinphony 3.0		X	X	x	X	x	Y

17 marzo, 1998

1998 Tech Training Development Plans



Distributor Alliance Council

Product		Norstar Pre- Requisites	Background Skills			Media			Certifi- cation
			ISDN	Ntwkg	PC	LL	CBT	SPB	
VM 4.0	Core	VM 3.0 core				X	X	X	Y
	Dig Ntwkg	VM 3.0 options		X	X	X	X		Y
NRU 4.0	-	Norstar Mgr			X			X	Y
IVR	GUI/DB	RTE		X	X	X			Y
	Applications	-		X	X	X			Y
TAPI	1.2 MUX	TAPI 1.1						X	Y
	2.1	TAPI 1.1						X	Y
CTA	160i	CTI			X			X	Y
	200	CTI			X			X	Y
	800	CTI			X			X	Y
PCM 2.0	-				X			X	Y

17 marzo, 1998